

OCK Learning Collaborative

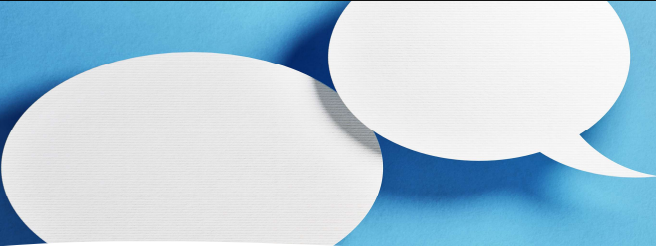
Rolling Hills Zoo & Museum | Salina
October 3, 2024



Helping people live healthier lives by integrating and coordinating services and supports to treat the "whole-person" across the lifespan.





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What to Expect Today

- Updates on the OCK transition process
- Participate in small and large group discussions around trauma-informed transitions and caring for staff
- Identify lessons learned that will serve your organization in the future
- Identify needs to aid transition of your program



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OneCare Kansas Program Updates

Amy Gajda | October 3, 2024

Transition Overview

- **Discontinuation:** Effective January 1, 2025, the OneCare Kansas (OCK) program will be discontinued as a covered service.
- **Continued Services:** Current members can continue to receive the six core OCK services through December 31, 2024.
- **Transition:** Current members will have the option to transition to alternative care coordination models within KanCare.
- **Goal:** Ensure a seamless transition for OCK members to other care coordination models within KanCare.

Protect and improve the health and environment of all Kansans

Transition Timeline

- **August 2024 - September 2024:** Initial stakeholder notifications, planning, and policy development.
- **October 1, 2024:** Provider and member notification letters distributed.
- **October 2024 - December 2024:** Transition activities, supporting providers, and member communications.
- **December 31, 2024:** Final day for OCK services.
- **December 2024 - April 2025:** Final reporting, system closures, website updates, and State Plan Amendment (SPA) submission.

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KanCare 3.0 Public Meetings

The Kansas Department of Health and Environment (KDHE) will host meetings in October to provide important information about upcoming changes to KanCare's Managed Care Organizations (MCOs).


- **Who should attend:** Medicaid providers, advocates, and members' family members.
- **What to expect:** Staff will be available to answer questions and gather feedback.
- **Accessibility:** Spanish and American Sign Language interpreters will be available at each session.

Protect and improve the health and environment of all Kansans

KanCare 3.0 Public Meetings - Topeka

- **Afternoon Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Topeka](#)
 - **Date:** October 15, 2024
 - **Time:** 1:00 PM - 3:00 PM
- **Evening Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Topeka](#)
 - **Date:** October 15, 2024
 - **Time:** 6:00 PM - 8:00 PM


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 **OneCare Kansas Program Updates**

KanCare 3.0 Public Meetings - Wichita

- **Afternoon Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Wichita](#)
 - **Date:** October 16, 2024
 - **Time:** 1:00 PM - 3:00 PM
- **Evening Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Wichita](#)
 - **Date:** October 16, 2024
 - **Time:** 6:00 PM - 8:00 PM


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 **OneCare Kansas Program Updates**

KanCare 3.0 Public Meetings - Hays

- **Afternoon Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Hays](#)
 - **Date:** October 16, 2024
 - **Time:** 1:00 PM - 3:00 PM
- **Evening Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Hays](#)
 - **Date:** October 16, 2024
 - **Time:** 6:00 PM - 8:00 PM


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 **OneCare Kansas Program Updates**

KanCare 3.0 Public Meetings - Pittsburg

- **Afternoon Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Pittsburg](#)
 - **Date:** October 17, 2024
 - **Time:** 1:00 PM - 3:00 PM
- **Evening Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Pittsburg](#)
 - **Date:** October 17, 2024
 - **Time:** 6:00 PM - 8:00 PM


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 **OneCare Kansas Program Updates**

KanCare 3.0 Public Meetings - Dodge City

- **Afternoon Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Dodge City](#)
 - **Date:** October 17, 2024
 - **Time:** 1:00 PM - 3:00 PM
- **Evening Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Dodge City](#)
 - **Date:** October 17, 2024
 - **Time:** 6:00 PM - 8:00 PM


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 **OneCare Kansas Program Updates**

KanCare 3.0 Public Meetings - Virtual

- **Afternoon Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Virtual](#)
 - **Date:** October 28, 2024
 - **Time:** 1:00 PM - 3:00 PM
- **Evening Session:**
 - **Event:** [KanCare 3.0 Public Meeting - Virtual](#)
 - **Date:** October 28, 2024
 - **Time:** 6:00 PM - 8:00 PM

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 **OneCare Kansas Program Updates**


Staying Connected

- Transition updates will be posted regularly on the [KanCare website](#).
- [OCK newsletter editions](#) will continue through December 2024.
- For questions, reach out to the [OCK state team](#) by email.
- MCO OCK Leads will serve as the primary contacts during the transition.

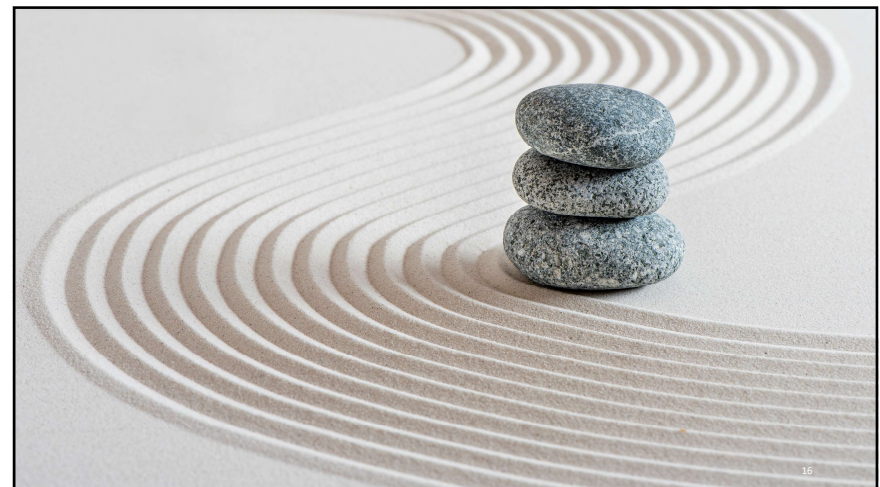
Protect and improve the health and environment of all Kansans

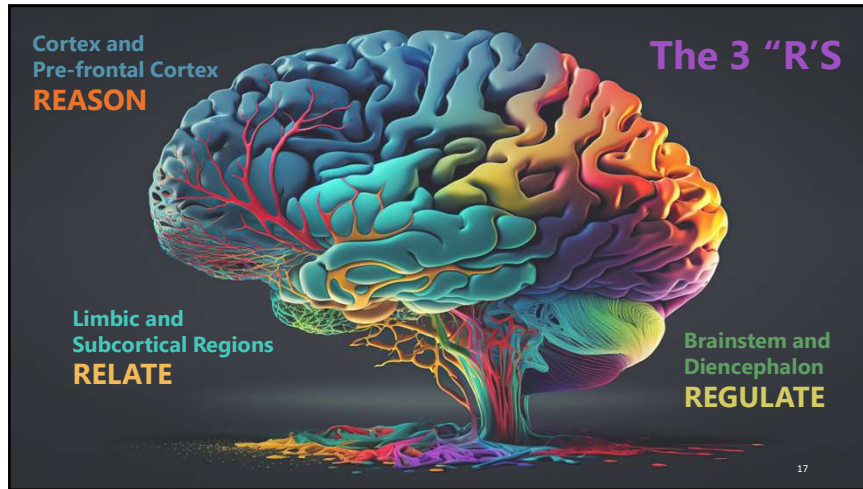
Trauma-Informed Transitions: Caring for Staff

Vanessa Lohf, LBSW | WSU CPHI

 **OneCare Kansas**
a program of KanCare, Kansas Medicaid

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When under threat (real or perceived), the Cortex **shuts down** to allow the protective parts of the brain to do their jobs more efficiently.

- Language
- Memory
- Learning
- Decision-making
- Problem-solving
- Distinguishing Past, Present, Future
- Reason & Reflection


Emotional Impacts

- Shut down/slow down emotional development (and therefore, brain development)
- Activation can lead to a whole cycle of elevating emotions (Ramping up) or attempts to avoid emotions (Numbing)
- Triggers in the environment can keep the person's system activated


Behavioral Impacts


- Behavior corresponds to the emotional states.
- Substituting coping behaviors is common.
- Fastest response is avoidance (numbing) but environment may not allow.
- Behaviors may be attempts to connect with others or to feel something.


- Closed doors
- Absent/presenteeism
- Distrust
- Reactivity
- Low morale
- Decreased staff satisfaction
- Reliance on authority
- Communication problems
- Alliances
- Gossip
- Compassion Fatigue
- Burnout
- Secondary Traumatic Stress



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 Reason

 Relate

 Regulate


Offer clear, concise information often and in small doses.

Acknowledge what is happening and the feelings that come with it by noticing and naming them.

Am I regulated?
How can I support staff in becoming regulated?

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Creating a Self-Regulation Response Plan




- How do you know when you had better calm down before you lose it? What are the signals coming from your body?
- If you are honest with yourself, what people or situations get you to that state the fastest?
- What are a few things that you can do – without much thought and in a variety of situations - that can help you stay safe and regulated?

Adapted from the work of Dr. Sandra Bloom – Author and Creator of [The Sanctuary Model](#)


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Tools for Reconnecting in the Moment

- Breathe
- “Doorknob” Practice – S.T.O.P.
- 5-4-3-2-1 Exercise
- Go for a walk
- Connect with a friend/ co-worker
- Encouraging self-talk



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[Not just] Leadership Strategies to Promote Staff Wellness

- Acknowledge that stress exists
- Check-in with your team and care for them as people

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“Community” Meeting Questions:

- **Who are you?**
- **How are you feeling right now?** (“Good” or “fine” are not feeling words.)
- **What is your goal for our time together today? or What do you need?**
- **Who can you ask for help?**

Adapted from the work of Dr. Sandra Bloom – Author and Creator of [The Sanctuary Model](#)

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“
I thought faith would say,
‘I’ll take away the pain and discomfort,’ but what it ended up saying was, ‘I’ll sit with you in it.’
”
BRENE BROWN

I THINK IT'S STRESS

If I can stop one heart from breaking,
I shall not live in vain;
If I can ease one life the aching,
Or cool one pain,
Or help one fainting robin
Unto his nest again,
I shall not live in vain.
Emily Dickinson

WE SHAKE WITH JOY, WE SHAKE WITH GRIEF. WHAT A TIME THEY HAVE, THESE TWO HOUSED AS THEY ARE IN THE SAME BODY.
- MARY OLIVER -

“I’m finally learning how to relax. Unfortunately, relaxation makes me tense.”

LIBQUOTES.COM

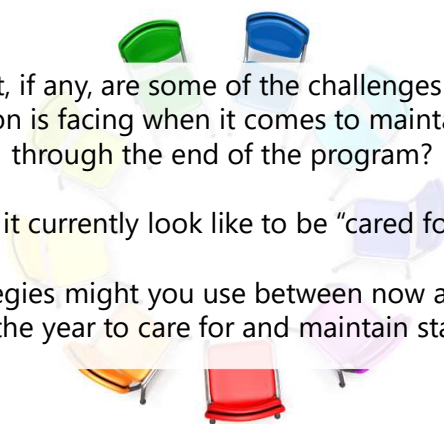
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[Not Just] Leadership Strategies to Promote Staff Wellness

- Acknowledge that stress exists
- Check-in with your team and care for them as people
- Reduce and redistribute
- Allow for and encourage time for intentional self-care
- Seek support for yourself

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What, if any, are some of the challenges your organization is facing when it comes to maintaining staff through the end of the program?

What does it currently look like to be "cared for" at work?

What strategies might you use between now and the end of the year to care for and maintain staff?


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**WE WILL
RESUME IN
5 MINUTES**




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MCO Transition Plans

Simon Messmer | Aetna Better Health of Kansas
 Teresa Snow | Sunflower Health Plan
 Deirdre Marquez | United Healthcare



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Agenda

- OCK Program Phase-Out Overview
- Member Communication
- Transition to Alternative Care
- Resources



OCK Program Phase-Out Overview

- Managed Care Organizations (MCOs) have sent notification letters to their members.
- OneCare Kansas Providers (OCKPs) received notifications via both email and letter.
- OneCare Kansas core services, including the Health Action Plan (HAP) can be rendered until December 31, 2024.
- After December 31, 2024, the HAP portal will no longer be accessible.
- Reference and resource documents are available on the [Kancare webpage](#).



Member Communication



Communicating with Members

- **OCK Program Transition:** OCK services will be phased out on December 31, 2024. You may continue to receive these services until then.
- **Continuity of Care:** Your KanCare eligibility and benefits will not be impacted by this change.
- **Alternative Care Coordination:** You can access other care coordination service options after the OCK program ends.
- **Transition Support:** We are here to assist you in transitioning to new care coordination services and ensure your care needs are continuously met.
- **Ongoing Communication:** We will keep you updated throughout the transition process.



Informing Members of Alternative Care Options

Options for services and supports which may be available to you:

- Certified Community Behavioral Health Clinics (CCBHCs)
- Targeted Case Management (Members with IDD Diagnosis)
- MCO Care Management Programs.
- Community Health Workers (CHW)
- TCM, CCBHC, and MCO Care Coordination



Guidelines for Member Discussions

- Be Clear and Concise.
- Be Reassuring.
- Listen Actively.
- Offer Support.
- Check for Understanding.
- Provide Resources.
- Follow-up



Transition to Alternative Care



Transition Process

1. Assess member's current health needs and care coordination requirements.
2. Discuss available Kansas-specific options with the member.
3. Identify the most appropriate care coordination model based on the member's needs.
4. Facilitate connection with the chosen Kansas program or service.
5. Ensure smooth transfer of relevant health information and care plans.
6. Follow up with the member to confirm a successful transition.



Certified Community Behavioral Health Clinics (CCBHCs)

- **Best for:** Members with complex mental health and substance use disorders.
- **Services:** Comprehensive mental health and substance use treatment, care coordination, and health monitoring.
- **Transition:** Refer eligible members to a local Kansas CCBHC.
- **Resources:** [Kansas CCBHC/CMHC Map](#)



Targeted Case Management (TCM) Services

For Mental Health:

- **Best for:** Members with serious mental illness.
- **Services:** Assessment, care planning, service coordination.
- **Transition:** Refer eligible members to a local Kansas community mental health center offering TCM.
- **Resource:** [KDADS CCBHC Services](#)



Targeted Case Management Services

For Intellectual and Developmental Disabilities (IDD):

- **Best for:** Members with IDD diagnoses.
- **Services:** Support in accessing services and community resources.
- **Transition:** Refer to Kansas IDD service providers or Community Developmental Disability Organizations (CDDOs).
- **Resources:** [/IDD KDADs Webpage](#) and [OCK FAQs for TCM Providers](#).



Community Health Workers (CHWs)

- **Best for:** Members needing culturally competent care planning and health education.
- **Services:** Health education, care planning support, and community-healthcare system liaison.
- **Transition:** Connect members with CHW programs through local Kansas health departments or community organizations.
- **Resources:** [Kansas CHW Coalition Map](#) and [KDHE CHW Webpage](#).



KanCare MCO Care Programs

- **Best for:** Members with moderate to complex health needs requiring coordination across providers.
- **Services:** Assistance in navigating health services and appointments, health education and support, comprehensive care planning and monitoring, and chronic disease management support.
- **Transition:** Contact the member's KanCare MCO to initiate care coordination services or refer high-need members for care management.
- **Resources:** [MCO Transition of Care | KanCare.ks.gov](#).



Other Services

Members may be able to the following services at the same time, depending on needs:

- MCO Case Managers
- TCM Services
- CCBHC Services

Additional referrals to other services and supports can be made as needed.



Graduation from Program

- Graduation from the program is available as a transition option.
- Applies if all goals in the member's Health Action Plan are achieved by January 1, 2025.
- Facilitates a smooth transition to the next phase of care.
- Promotes ongoing progress in the member's health journey.



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Resources



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OCK Resources

For the latest updates, visit the OCK Program pages:

- [OCK Provider Webpage](#)
- [OCK Member Webpage](#)
- Check the [KanCare homepage](#) for important news about the OCK Program transition.
- To access the Health Action Plan (HAP), visit the [OCK HAP Portal Webpage](#).
- For questions or to submit success stories, email the OCK state team at OneCareKansas@ks.gov.



Additional Resources

- Visit FindHelp.org for free or reduced-cost resources.
- Visit the KanCare resource page to find [Community Resources by County](#).
- Visit the [KanCare Member Benefits and Services](#) webpage.
- Find local [CCBHC/CMHC](#) and [CDDO](#) locations.



Aetna Better Health of Kansas:

Phone: 1-855-221-5656

Fax: 1-959-282-8852

Email: ABHKSOneCare@aetna.com

Portal: Specific link is given to providers directly upon contract.



Sunflower Health Plan:

Phone: 1-877-644-4623

Fax: 1-888-453-4317

Email: SFHPOneCare@sunflowerhealthplan.com

Portal: [Sunflower Provider Portal](#)





United Healthcare:

Phone: 1-877-542-9238

Fax: 1-855-252-9324

Email: uhckshealthhomes@uhc.com

Portal: [United Provider Portal](#)



Questions



KDHE-Approved 11/28/23





We do not learn from experience...we learn from reflecting on experience.



- John Dewey

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At your tables:

What do you anticipate will be different about your agency on January 1?

What lessons have you learned as an organization (and as a system) during the time you have provided OCK services?

What do you want to continue to take forward in your work?

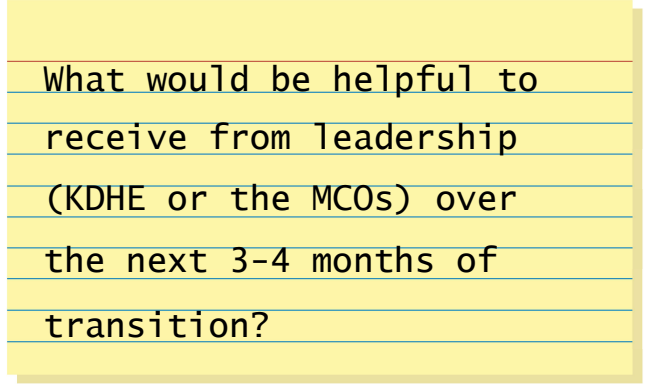
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Using words or pictures:

If you, as a leader, do a great job of managing the organization through the transition...

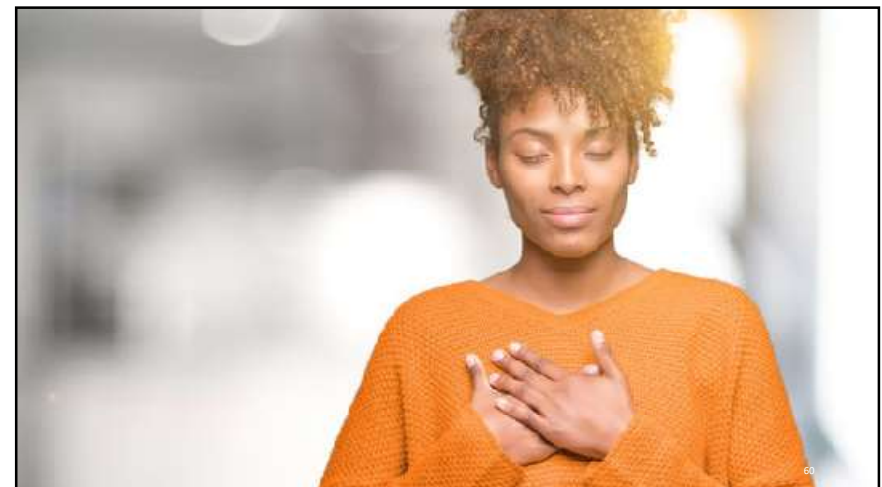
... how will you creatively tell the story of your success to a future supervisor or employer?



What would be helpful to receive from leadership (KDHE or the MCOs) over the next 3-4 months of transition?



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Thank you for being here today and for your service to your community!

Don't forget to leave your feedback on your table!

